

California  
Department of Corrections and Rehabilitation  
Office of the Ombudsman



Senate Bill 518 Report  
2021

## ***Table of Contents***

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Executive Summary .....	1
Appendix A: Glossary of Terms.....	6
Appendix B: 2021 DJJ Hotline Inquiries by Facility.....	8
Appendix C: 2021 DJJ Hotline Inquiries by Issue and Facility.....	9
Appendix D: 2021 DJJ Hotline Inquiries by Action, Issue, and Facility.....	10

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## *Executive Summary*

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Governor Arnold Schwarzenegger signed Senate Bill 518 into law on October 13, 2007. This bill created the Youth Bill of Rights and mandated the Division of Juvenile Justice (DJJ) and the Office of the Ombudsman (Office) to create several services related to the Youth Bill of Rights. It required the Office to implement a toll-free number through which youth in DJJ facilities could contact the Office directly. The Office was required to consult with various stakeholders, including youth advocates and support groups, to develop standardized information explaining the Youth Bill of Rights and to disseminate this information to all facilities. The Office was required to post this standardized information, including the toll-free telephone number, in all DJJ facilities by July 1, 2008.<sup>1</sup>

Senate Bill 518 also requires that the Office compile and make available to the Legislature and to the public, all data collected over the course of the year. The bill requires that the compilation include the number of inquiries to the toll free number, the nature of the inquiries, the actions taken to address the inquiries, the number of referrals made, and the number of unresolved inquiries. On July 1, 2008<sup>2</sup>, the Office of the Ombudsman implemented the DJJ Hotline (Hotline) and began tracking all incoming calls to the Hotline. All DJJ Facility living units, visiting halls, school areas, libraries, the administration buildings and any other areas deemed appropriate displayed the Youth Bill of Rights posters.

Currently the DJJ receives its youthful offender population from both juvenile and superior court referrals. In 2001, the Division of Juvenile Justice faced significant scrutiny for being overcrowded and having violence in its facilities. Outside experts reviewed the Division's policies, procedures and conditions of confinement. The experts issued six reports on the following topics: education, sex behavior treatment, health care, mental health care, wards with disabilities, and the safety and welfare of the youth. The experts identified major deficiencies in all of these areas. The reports used in a lawsuit against the State in 2003, became the foundation of six Remedial Plans used by the DJJ to reform the state juvenile justice system. In February 2016, the court dismissed the DJJ Farrell v Kernan lawsuit, ending over a decade of litigation.

As the result of much reform, the DJJ youths are provided an Integrated Behavior Treatment (IBTM) plan. The IBTM treatment plan is the basis for determining the programing needs of the youth population. The IBTM guides all services provided to youth from arrival at a DJJ facility to

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<sup>1</sup> Welfare and Institutions Code § 224.70-224.74

<sup>2</sup> The Inmate/Ward Telephone System (IWTS) Contract that is used by the adult and juvenile facilities for telephone services includes a requirement that does not allow the inmates or wards to dial a toll-free or special service number. This requirement was established to comply with the CDCR policies in Title 15 Section 3282. Therefore, although the hotline number is a normal 10-digit number, it is toll-free when dialed from any phone inside a DJJ facility.

community re-entry. The youth participate in a variety of cognitive behavioral intervention groups designed to reduce institutional violence, future criminal behavior and anti-criminal attitudes, as well as provide the youth with personal skills designed to help the youth better manage their environment.

This is the fourteenth report issued by the Office of the Ombudsman. This report is a compilation of data captured from January 1, 2021 through December 31, 2021, offering a breakdown of the number of inquiries to the DJJ Hotline by facility, month, issue, and actions taken.

In 2021, the Office of the Ombudsman received 28 inquiries via the DJJ Hotline. The inquiries were received from N.A. Chaderjian Youth Correctional Facility (NAC - Chad), O.H. Close Youth Correctional Facility (OHC), Ventura Youth Correctional Facility (VYCF), and the Public. No inquiries were received from Pine Grove Youth Conservation Camp (PGYCC).

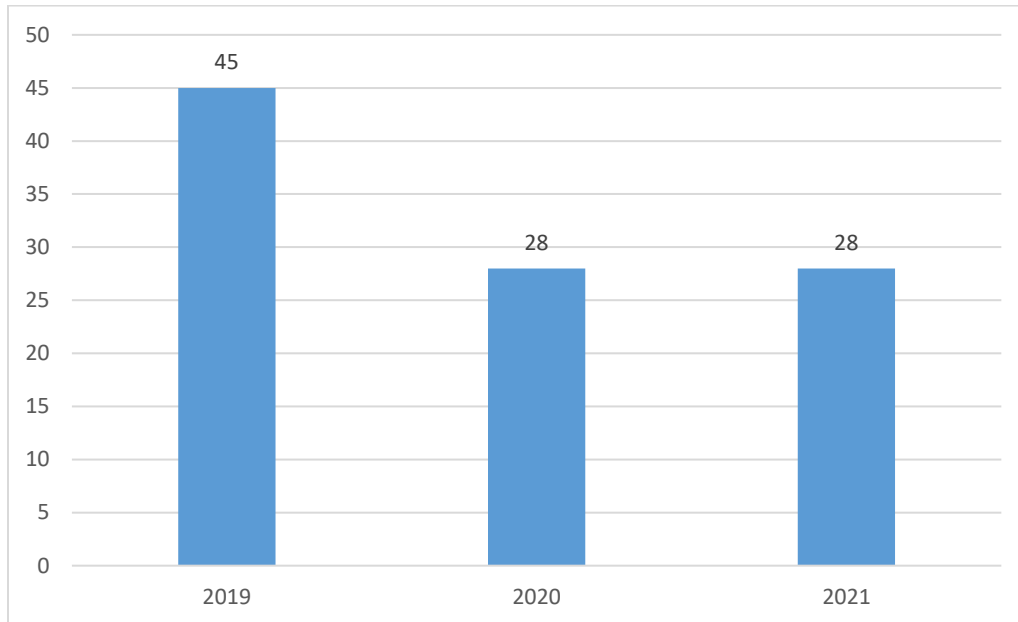
Nearly all inquiries (25 of the 28) received by the Office via the Hotline were resolved, referred, or information and/or process was provided. Two (2) inquiries were unable to be addressed as caller's voicemail was full and/or caller didn't return attempted call backs. One (1) inquiry was a duplicate call regarding an issue previously answered.

It is noteworthy the Office received an additional 32 inquiries in 2021 by means other than the DJJ Hotline. These additional inquiries came via telephone (14), electronic mail (16) and United States Postal Service - mail (2). Only one of the inquiries received via other means originated from a youth, and the remaining 31 came from family or friends of the youth, other youth advocates, and/or other outside agencies.

This report offers a comparison of DJJ Hotline inquiries received from 2019 through 2021. This comparison offers a breakdown of the number of DJJ Hotline inquiries received by year (Table A), the number of Hotline inquiries by facility (Table B), the percentage of Hotline inquiries by facility (Table C), and the number of inquiries received by month (Table D).

The Office received an overall number of 28 Hotline inquiries in 2021. This number reflected the same number of 2020 Hotline inquiries received, noting a decrease from the 45 overall inquiries received in 2019. The decrease from 2019 to 2020 was previously attributed to a decrease in the youth population.

***Table A: Number of Hotline Inquiries by Year***

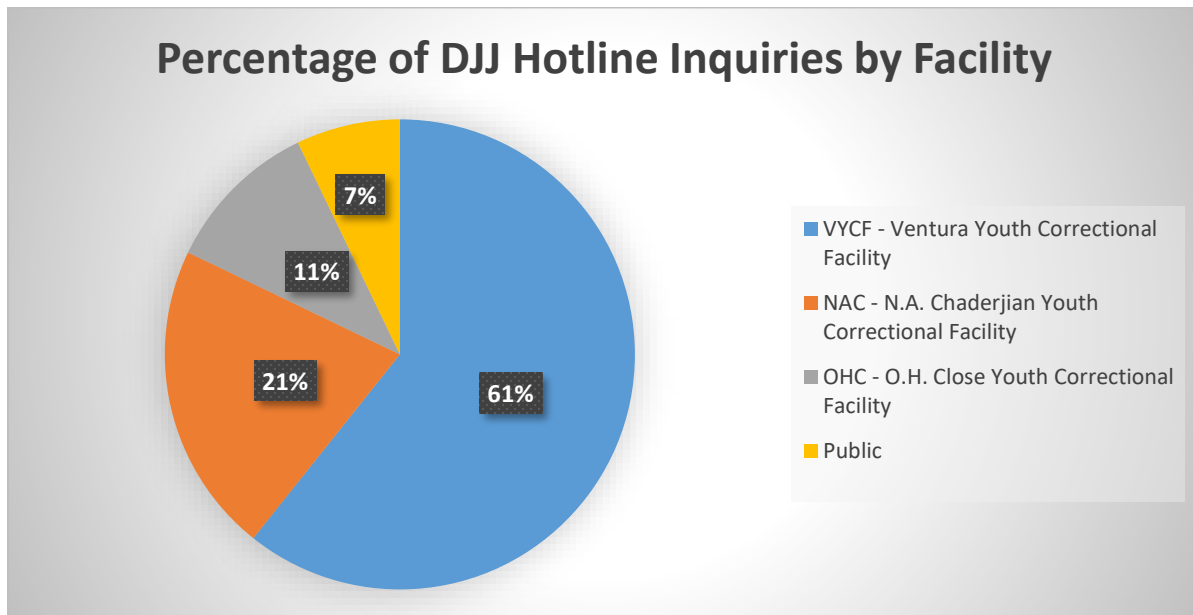


In 2021, seventeen (17) inquiries were received from Ventura Youth Correctional Facility (VYCF), while N.A. Chaderjian Youth Correctional Facility (NAC) accounted for six (6) inquiries, and O.H. Close Youth Facility (OHC) accounted for three (3). The remaining two (2) inquiries were received from the PUBLIC.

***Table B: Number of Hotline Inquiries by Facility***

VYCF - Ventura Youth Correctional Facility	17
NAC - N.A. Chaderjian Youth Correctional Facility	6
OHC - O.H. Close Youth Correctional Facility	3
Public	2
Grand Total	28

***Table C. Percentage of DJJ Hotline Inquiries by Facility***



The average number of inquiries received per month from the Office of the Ombudsman was 2.33. The highest number of inquiries was received in November with a total of six (6) inquiries. A review of the November 2021 inquiries failed to provide any correlation or trend and it appears this increase in contacts was mere happenstance.

2021 Hotline Inquires by Month	
Month	Number of Inquiries
Jan-21	3
Feb-21	3
Mar-21	3
Apr-21	1
May-21	3
Jun-21	1
Jul-21	2
Aug-21	1
Sep-21	1
Oct-21	2
Nov-21	6
Dec-21	2
Grand Total	28

The inquiries received by the Office were split between VYCF (Ventura), NAC (Chad), and OHC (Close) with more inquiries originating from VYCF (17 inquiries), followed by NAC (6 inquiries), then followed by OHC which had (3 inquiries), and PUBLIC originated (2 inquiries). Again, no Hotline inquiries were received from PGYCC (Pine Grove).

The majority of the inquiries, 23 of the 28 (82%), resulted in the individual being provided general information or an available process for addressing the concern while 2 out of the 28 (7%), resulted in being resolved or referred. Two (2) calls received resulted in a finding of “Not Applicable” due to callers not returning phone calls placed to them or their voicemail being full, and the final call resulted a Duplicate/Previously Responded finding.

The most common inquiries received were regarding Program concerns (5), with the second most common inquiries regarding Classification (4), followed by Living Conditions and Staff Complaints each having (3) concerns. The Program issues generally concerned the youth’s disagreement with how staff addressed issues or ran their housing units while the Classification issues concerned credit earning and/or time calculations. The Living Conditions inquiries addressed Canteen, Food Services and/or Facility Maintenance. It should be noted that in all instances a review of the youth’s records revealed that they had rarely utilized their avenue for administrative remedies or the staff complaint grievance process. All staff complaint and maintenance concerns were referred to the Superintendent for immediate attention.

The DJJ Ombudsman site visits to all DJJ facilities was significantly impacted in 2021 by COVID-19 and associated restrictions; however, visits to VYCF and NAC were conducted. During these visits, the Ombudsman monitors the placement of the posters and educates and informs the youth, individually and in group settings, of the Youth Bill of Rights, their right to contact the Office of the Ombudsman and the role of the Ombudsman as mandated by Senate Bill 518.

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## Appendix A

### Glossary of Terms

**Access to Programs**—shall include any complaints about youth access to programs, including but not limited to: religious services, substance abuse treatment program, free venture, fire camp, etc. This category also includes complaints from youth who are not on alternate programs and are concerned about access to programs or inquiries regarding Program Service Day.

**Access to Counsel and Courts**—(previously categorized as Access to Legal Counsel and Court/Hearings & Representation) shall include inquiries regarding seeking legal advice, requesting new hearings of case and /or commitment to DJJ, complaints about attorneys such as public defenders or CalPAP.

**ADA**—shall include inquiries relating to meeting youth's needs as identified in the Ward with Disabilities Program, such as providing accommodations for vision, hearing, or learning disabilities.

**Alternative Program**— (formerly categorized as Restrictive Program; the terminology was modified to be consistent with DJJ terminology) shall include all calls related to conditions of Alternative Programs, Temporary Detention (TD), TIP (Temporary Intervention Program), BTP (Behavior Treatment Program), Program Change Protocol Status (PCP).

**DDMS**—shall include any calls regarding the Disciplinary Decision Making System, including calls about appeals, behavior reports, and allegations of due process violations.

**Delivery of Mandated Services**—shall include basic necessities such as clothing, food, bedding, access to showers, etc.

**Discrimination**—shall include allegations that youth are being discriminated against based on race, gender, sexual orientation or religion. This category also includes allegations based on protected classes, such as youth with mental health diagnoses or ADA requirements.

**Education**—shall include any inquiries regarding education services.

**Facility Condition**—shall include any inquiries regarding the physical plant of the facilities, to include the structure, the plumbing, air conditioning, etc.

**Grievances**—shall include any inquiries where the specific complaint is that the youth is not receiving responses to his grievances, or feels that the responses are being appropriate. If the youth calls about a specific issue, and mentions that he has filed a grievance, the inquiry is categorized under the specific issue.

**Juvenile Parole Board**—shall include any hearings, actions, or decisions of the JPB, including Parole Consideration Hearings and all proceedings related to the LH lawsuit, such as Probable Cause Hearings or the setting of Revocation Release Dates, and hearings and actions relating to AB 1053 or AB 1628.

**Medical**—shall include any issues relating to access to medical care and/or receiving medical attention.



**Miscellaneous**—shall include calls in which not enough information is provided by the youth regarding the nature of their concern; calls where the issues that fall under multiple jurisdictions; or items that do not fall under any other specific category in this report.

**Parole**—shall include any calls about parole operations, including placement plans, issues in the community, warrants, tickets, etc.

**Property**—shall include any calls relating to a youth's property.

**Staff Complaint**—shall include any complaint against staff that is not regarding discrimination (see Discrimination) or use of force (see Use of Force). This category shall also include allegations of abuse by staffs that do not occur in documented situations where chemical or physical force was used.

**Transfers**—shall include any calls regarding inter- or intra-facility transfers to another facility, program, or living unit. This category shall also include calls regarding transfers to the Division of Adult Facilities.

**Use of Force**—shall include any allegation of excessive or unnecessary use of chemical or physical force that is reported to the Office of the Ombudsman. Please note that any allegation of excessive or unnecessary chemical or physical force made to the Office of the Ombudsman is reported immediately to the Superintendent or designee upon receipt of the allegation.

**Visiting/Family Contact**—shall include any phone call regarding contact with family via mail, telephone or through the Visiting Program.

## ***Appendix B: 2021 DJJ Hotline Inquiries by Facility***

<b>VYCF - Ventura Youth Correctional Facility (17 records)</b>	<b>Initial Date of Contact</b>	<b>Issue</b>
VYCF - Ventura Youth Correctional Facility	1/20/2021	Classification - Time Calculation
VYCF - Ventura Youth Correctional Facility	2/5/2021	Legal Services
VYCF - Ventura Youth Correctional Facility	2/14/2021	Programs
VYCF - Ventura Youth Correctional Facility	3/20/2021	Safety Concerns
VYCF - Ventura Youth Correctional Facility	3/20/2021	Safety Concerns
VYCF - Ventura Youth Correctional Facility	5/3/2021	Living Conditions; Programs
VYCF - Ventura Youth Correctional Facility	5/24/2021	Disciplinary; Programs; Staff Complaint
VYCF - Ventura Youth Correctional Facility	7/7/2021	Other
VYCF - Ventura Youth Correctional Facility	7/19/2021	Marriage Packet
VYCF - Ventura Youth Correctional Facility	10/7/2021	Classification; Delivery of Mandated Services
VYCF - Ventura Youth Correctional Facility	10/15/2021	Education
VYCF - Ventura Youth Correctional Facility	11/5/2021	Parole
VYCF - Ventura Youth Correctional Facility	11/5/2021	Classification
VYCF - Ventura Youth Correctional Facility	11/19/2021	Living Conditions; Living Conditions - Maintenance
VYCF - Ventura Youth Correctional Facility	11/23/2021	Health Care - Medical
VYCF - Ventura Youth Correctional Facility	12/14/2021	Lockdown/Modified Program
VYCF - Ventura Youth Correctional Facility	12/17/2021	Disciplinary; Living Conditions; Other
<b>NAC- N.A. Chaderjian Youth Correctional Facility (6 records)</b>	<b>Initial Date of Contact</b>	<b>Issue</b>
NAC - N.A. Chaderjian Youth Correctional Facility	1/5/2021	TBD
NAC - N.A. Chaderjian Youth Correctional Facility	4/27/2021	Property - Transfer
NAC - N.A. Chaderjian Youth Correctional Facility	5/21/2021	Staff Complaint
NAC - N.A. Chaderjian Youth Correctional Facility	8/13/2021	Classification; Living Conditions - Food Services
NAC - N.A. Chaderjian Youth Correctional Facility	9/3/2021	Staff Complaint
NAC - N.A. Chaderjian Youth Correctional Facility	11/14/2021	Living Conditions - Canteen; Visiting - Application / Status
<b>OHC - O.H. Close Youth Correctional Facility ( 3 records)</b>	<b>Initial Date of Contact</b>	<b>Issue</b>
OHC - O.H. Close Youth Correctional Facility	1/20/2021	Mail
OHC - O.H. Close Youth Correctional Facility	3/19/2021	Inmate - Well-being
OHC - O.H. Close Youth Correctional Facility	6/25/2021	Mail - Packages
<b>Public- ( 2 records)</b>	<b>Initial Date of Contact</b>	<b>Issue</b>
Public	2/24/2021	Other
Public	11/1/2021	Not CDCR Related

### *Appendix C: 2021 Hotline Inquiries by Issue and Facility*

Issue	Initial Date of Contact	VYCF - Ventura Youth Correctional Facility	NAC - N.A. Chaderjian Youth Correctional Facility	OHC - O.H. Close Youth Correctional Facility	Public	Total
Classification	11/5/2021	1	0	0	0	1
Classification; Delivery of Mandated Services	10/7/2021	1	0	0	0	1
Classification; Living Conditions - Food Services	8/13/2021	0	1	0	0	1
Classification - Time Calculation	1/20/2021	1	0	0	0	1
Disciplinary; Living Conditions; Other	12/17/2021	1	0	0	0	1
Disciplinary; Programs; Staff Complaint	5/24/2021	1	0	0	0	1
Education	10/15/2021	1	0	0	0	1
Health Care - Medical	11/23/2021	1	0	0	0	1
Inmate - Well-being	3/19/2021	0	0	1	0	1
Legal Services	2/5/2021	1	0	0	0	1
Living Conditions; Living Conditions - Maintenance	11/19/2021	1	0	0	0	1
Living Conditions; Programs	5/3/2021	1	0	0	0	1
Living Conditions - Canteen; Visiting - Application / Status	11/14/2021	0	1	0	0	1
Lockdown/Modified Program	12/14/2021	1	0	0	0	1
Mail	1/20/2021	0	0	1	0	1
Mail - Packages	6/25/2021	0	0	1	0	1
Marriage Packet	7/19/2021	1	0	0	0	1
Not CDCR Related	11/1/2021	0	0	0	1	1
Other	2/24/2021	0	0	0	1	1
	7/7/2021	1	0	0	0	1
Parole	11/5/2021	1	0	0	0	1
Programs	2/14/2021	1	0	0	0	1
Property - Transfer	4/27/2021	0	1	0	0	1
Safety Concerns	3/20/2021	2	0	0	0	2
Staff Complaint	5/21/2021	0	1	0	0	1
	9/3/2021	0	1	0	0	1
TBD	1/5/2021	0	1	0	0	1
<b>Grand Total</b>		<b>17</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>28</b>

***Appendix D: 2021 Hotline Inquiries by Action, Issue and Facility***

<b>Facility</b>	<b>Date Received</b>	<b>Issue</b>	<b>Action</b>	<b>Contact Mode</b>
VYCF	1/20/2021	Classification - Time Calculation	Process Provided	DJJ Hotline
VYCF	2/5/2021	Legal Services	Information Provided	DJJ Hotline
VYCF	2/14/2021	Programs	Process Provided	DJJ Hotline
VYCF	3/20/2021	Safety Concerns	Process Provided	DJJ Hotline
VYCF	3/20/2021	Safety Concerns	Process Provided	DJJ Hotline
VYCF	5/3/2021	Living Conditions; Programs	Process Provided	DJJ Hotline
VYCF	5/24/2021	Disciplinary; Programs; Staff Complaint	Process Provided	DJJ Hotline
VYCF	7/7/2021	Other	N/A	DJJ Hotline
VYCF	7/19/2021	Marriage Packet	Process Provided	DJJ Hotline
VYCF - Ventura Youth Correctional Facility	10/7/2021	Classification; Delivery of Mandated Services	Process Provided	DJJ Hotline
VYCF	10/15/2021	Education	Process Provided	DJJ Hotline
VYCF	11/5/2021	Parole	Process Provided	DJJ Hotline
VYCF	11/5/2021	Classification	Information Provided	DJJ Hotline
VYCF	11/19/2021	Living Conditions; Living Conditions - Maintenance	Referred	DJJ Hotline
VYCF	11/23/2021	Health Care - Medical	Resolved	DJJ Hotline
VYCF	12/14/2021	Lockdown/Modified Program	Process Provided	DJJ Hotline
VYCF	12/17/2021	Disciplinary; Living Conditions; Other	Process Provided	DJJ Hotline
NAC - N.A. Chaderjian	1/5/2021	TBD	N/A	DJJ Hotline
NAC - N.A. Chaderjian	4/27/2021	Property - Transfer	Information Provided	DJJ Hotline
NAC - N.A. Chaderjian	5/21/2021	Staff Complaint	Process Provided	DJJ Hotline
NAC - N.A. Chaderjian	8/13/2021	Classification; Living Conditions - Food Services	Process Provided	DJJ Hotline
NAC - N.A. Chaderjian	9/3/2021	Staff Complaint	Information Provided	DJJ Hotline
NAC - N.A. Chaderjian	11/14/2021	Living Conditions - Canteen; Visiting - Application / Status	Duplicative / previously responded	DJJ Hotline
OHC - O.H. Close	1/20/2021	Mail	Process Provided	DJJ Hotline
OHC - O.H. Close	3/19/2021	Inmate - Well-being	Information Provided	DJJ Hotline
OHC - O.H. Close	6/25/2021	Mail - Packages	Process Provided	DJJ Hotline
Public	2/24/2021	Other	Information Provided	DJJ Hotline
Public	11/1/2021	Not CDCR Related	Information Provided	DJJ Hotline